

WETHERSFIELD ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES MINUTES

MARCH 19, 2014

- Joan Haines began the meeting and introduced Christine Taylor.
- Christine introduced Curtin representatives and Tony Martino. She also announced that Kathy Bagley is now the Director of Social & Youth Services as well.
- Tony Martino mentioned that, as liaison, forwards information for consideration to other town council members.
- Phil Knecht stated that Curtin drivers are very nice. He doesn't know a lot about the service, weekend service. It was discussed briefly. He also received a public transportation survey, which may help to assess and meet his needs in the future.
- Christine stated that Curtin was awarded the bid for transportation. The annual fee remains at \$78.00.
- Lee Sekas discussed changes to grocery shopping services. It was changed to Shop Rite briefly. Prices are better there. Others present agreed. Nancy LaRoche stated "not enough time was given for the change". Some recall the change was made for 3 months. Also, drivers need to be familiar with the location.
- Lee also stated that the trips to Big Y were supposed to be shortened because it is an isolated location. Others agreed. Curtin needs to review.
- Barbara Blejewski would like to see the time shortened from 3 to 1 ½ hours. Maybe have two returns so those done do not have to wait.
- Joe and John from Curtin will ask drivers to collect data, review and possibly change for personalized service.
- It was asked if one could go to shop at Bliss. They were told no. Some stated that people have gone to Bliss. It is unclear if they went as a reservation or in conjunction with another trip.
- It was asked if you go somewhere every week can you automatically be picked up without having to call for a return. Another resident said she regularly calls at the beginning of the month and gives her dates and times for pick up/return for exercise classes she attends.
- With doctor appointments, time fluctuates. This is why they ask you to call when done.
- It was asked if Shop Rite could be added to Tuesday (senior day discounts). Also, residents would like to check if it is possible to add Best Market to Tuesday or Thursday for senior day discounts. Stop & Shop trips are currently 3x/week.
- Someone commented that they are happy Curtin is continuing to supply the service.
- Reservationists are available until 3 pm each day. You must call by 1 pm if you are making a reservation for the next day.
- Drivers told residents that they were unaware about the "window of time". They may have 3 scheduled at 10am. Residents feel they should be informed again, so drivers are aware they can be picked up at 9:45, 10, 10:15 am.

- If you need to cancel for the Monday, you may call on the weekend and it will roll over to the taxi side. They can take and relay the message.
- There have been some issues with waiting 1-2 hours for returns.
- Some drivers are fantastic.
- Someone commented that seatbelts have been missing. Joe, from Curtin, stated that drivers need to do a pre-trip inspection. Whole fleet was just inspected by DMV. It was speculated that the missing seatbelts may have been with Ambassador.
- Barbara commented that she has had 2 hip replacements and uses a guide dog. They will make a note of that. When she makes a reservation, she may also remind the reservationist that she doesn't want to use a minivan.
- When needing to pick up prescriptions, you may call the day before and let them know. The driver should be able to wait. If not, they may be able to have a driver return in 20-30 minutes. They will do their best to accommodate the situation so there is not a long wait.

Respectfully submitted,
Natalie Morrison
Therapeutic Recreation Supervisor